

CELEBRATING

65

YEARS OF SERVICE
1946-2011

NAVY EXCHANGE

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NEX Holiday Return Policy Means Satisfaction Guaranteed

This holiday season, the NEX wants to make returning gifts as easy as possible. Since gifts may be purchased well before they are given during the holidays, all NEXs will accept returns through January 29, 2012. This includes items typically covered by the 14-day return policy, such as computers, computer equipment, software, digital cameras and the 45-day return policy for all other merchandise. This extended return policy applies to original purchases made November 24 – December 24 either in a NEX or through the NEX web store, www.myNavyExchange.com. Customers are asked to include any packaging material along with the receipt when making a return. Any returns without a receipt will be placed on a NEX Gift Card.

“We know the holiday season can be hectic,” said Mike Powers, Navy Exchange Service Command (NEXCOM) Director, Retail Operations. “We want to give our NEX customers enough time to enjoy the holidays with their friends and families and still have time to return any purchases.

One gift that won't be returned is the NEX Gift Card. It can be used just like cash for most merchandise and service purchases, make layaway payments or place special orders. NEX Gift Cards have no fees and don't expire. NEX Gift Cards can be purchased in varying amounts from \$5 at any NEX by both exchange-authorized and non-authorized customers.

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About NEXCOM

The Navy Exchange Service Command (NEXCOM) is headquarters for the worldwide Navy Exchange System that oversees 104 Navy Exchange (NEX) facilities and nearly 300 stores worldwide; 40 Navy Lodges; Ship's Stores; Uniform Program Management Office. NEXCOM's parent command is the Naval Supply Systems Command. NEXCOM's mission is to provide authorized customers quality goods and services at a savings and to support quality of life programs for active duty military, retirees, reservists and their families. NEXs operate primarily as a non-appropriated fund (NAF) business instrumentality. Revenues generated are used to support Morale, Welfare, and Recreation (MWR) programs. In FY10, \$2.6 billion in sales were generated with \$48.4 million in dividends provided to Navy MWR programs.

